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#### NOTICE OF ALLOWANCE AND FEE(S) DUE

7590

08/31/2004

Richard L. Catania, Scully Scott, Murphy & Presser 400 Garden City Plaza Garden City, NY 11530 EXAMINER WOO, ISAAC M

ART UNIT

PAPER NUMBER

2172

DATE MAILED: 08/31/2004

| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR  | ATTORNEY DOCKET NO.    | CONFIRMATION NO. |
|-----------------|-------------|-----------------------|------------------------|------------------|
| 09/778,378      | 02/07/2001  | Debra L. Biebesheimer | 14069(YOR920000766US1) | 6851             |

TITLE OF INVENTION: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS

| APPLN. TYPE    | SMALL ENTITY | ISSUE FEE | PUBLICATION FEE | TOTAL FEE(S) DUE | DATE DUE   |
|----------------|--------------|-----------|-----------------|------------------|------------|
| nonprovisional | NO           | \$1330    | \$300           | \$1630           | 11/30/2004 |

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE REFLECTS A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE APPLIED IN THIS APPLICATION. THE PTOL-85B (OR AN EQUIVALENT) MUST BE RETURNED WITHIN THIS PERIOD EVEN IF NO FEE IS DUE OR THE APPLICATION WILL BE REGARDED AS ABANDONED.

#### HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

A. If the status is the same, pay the TOTAL FEE(S) DUE shown above.

B. If the status above is to be removed, check box 5b on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and twice the amount of the ISSUE FEE shown above, or

If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

II. PART B - FEE(S) TRANSMITTAL should be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). Even if the fee(s) have already been paid, Part B - Fee(s) Transmittal should be completed and returned. If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

### PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: Mail

Mail Stop ISSUE FEE Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

(703) 746-4000 or <u>Fax</u>

| maintenance fee notification   | 18.   | e iii block 1, by (   | a) specifying  | PUBLICATION FEE (if req<br>ification of maintenance fees<br>a new correspondence address   | will be mailed to the current<br>s; and/or (b) indicating a sep-   | correspondence address as arate "FEE ADDRESS" for  |
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| CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)   |   |   |  | papers. Each addition  | f mailing can only be used f<br>his certificate cannot be used<br>nal paper, such as an assignment   | or domestic mailings of the<br>for any other accompanying<br>ent or formal drawing, must   |
|  | 7590 08/31/2004 Richard L. Catania, Scully  |   |  |  | te of mailing or transmission.   |  |
| Scott, Murphy & Pr   |   |   |  | Co   | ertificate of Mailing or Trans   | smission<br>a deposited with the United  |
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|  | 1000  |   |  |  |  | (Depositor's name)   |
|  |   |   |  |  |  | (Signature)  |
|  |   |   |  |  |  | (Date)   |
| APPLICATION NO.  | FILING DATE   |   | FIRST NAME   | D INVENTOR   | ATTORNEY DOCKET NO.  | CONFIRMATION NO.   |
| 09/778,378   | 02/07/2001  |   | Debra L. B   | iebesheimer  | 14069(YOR920000766US1)   | 6851   |
| TITLE OF INVENTION: CO   | OSTOMER SELF SERVIC   | E SUBSYSTEM F   | OR CLASSII   | FYING USER CONTEXTS  |  |  |
| APPLN. TYPE  | SMALL ENTITY  | ISSUE F   | EE   | PUBLICATION FEE  | TOTAL FEE(S) DUE   | DATE DUE   |
| nonprovisional   | NO  | \$133   | 0  | \$300  | \$1630   | 11/30/2004   |
| EXAM   | INER  | ART UN  | VIT  | CLASS-SUBCLASS   |  |  |
| WOO, IS  | SAAC M  | 2172  | 2  | 707-005000   | _  |  |
| 1. Change of correspondence CFR 1.363).  | address or indication of "F   | ee Address" (37   |  | nting on the patent front page, I  |  |  |
|  | ence address (or Change of  | Correspondence  | (1) the na<br>or agents  | mes of up to 3 registered pate<br>OR, alternatively,   | nt attorneys   |  |
| ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached. ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required. |   |   | registered attorney or arent) and the names of up to   |  |  |  |
| 3. ASSIGNEE NAME AND   |   |   |  |  |  |  |
| PLEASE NOTE: Unless recordation as set forth in  | an assignee is identified be 37 CFR 3.11. Completion  | elow, no assignee of this form is NO  | data will app<br>T a substitute  | ear on the patent. If an assign<br>for filing an assignment.   | nee is identified below, the d   | ocument has been filed for   |
| (A) NAME OF ASSIGNE  |   |   |  | CE: (CITY and STATE OR CO  |  |  |
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| 4a. The following fee(s) are e   |   |   | nited on the p   | atent): Individual C   | orporation or other private gro  | oup entity Government  |
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| 5. Change in Entity Status (   |   |   | 2-оросии   |  | (chelose all extra et  | opy of this form).   |
|  | AALL ENTITY status. See 2   |   | b. Applic  | ant is no longer claiming SMA  | LL ENTITY status. See 37 CI  | FR 1.27(g)(2).   |
| The Director of the USPTO is<br>NOTE: The Issue Fee and Puinterest as shown by the recor   | s requested to apply the Issu<br>blication Fee (if required) w<br>rds of the United States Pate   | e Fee and Publica<br>vill not be accepted<br>ent and Trademark                          | tion Fee (if an<br>I from anyone<br>Office.  | y) or to re-apply any previousl<br>other than the applicant; a reg   | y paid issue fee to the applica<br>istered attorney or agent; or th  | tion identified above.<br>e assignee or other party in   |
| Authorized Signature   |   |   |  | Date   |  |  |
| Typed or printed name  |   |   | Registration   | No   | ·  |  |
| This collection of information<br>an application. Confidentiality<br>submitting the completed app<br>this form and/or suggestions<br>Box 1450, Alexandria, Virgini<br>Alexandria, Virginia 22313-1   | n is required by 37 CFR 1.3<br>y is governed by 35 U.S.C.<br>Dication form to the USPT<br>for reducing this burden, shain<br>122313-1450. DO NOT \$<br>450. | 11. The information 122 and 37 CFR D. Time will vary ould be sent to the SEND FEES OR C | n is required to the collection of the collectio | o obtain or retain a benefit by t<br>lection is estimated to take 12<br>ion the individual case. Any co-<br>lation Officer, U.S. Patent and<br>FORMS TO THIS ADDRESS | the public which is to file (and minutes to complete, includin ments on the amount of tin Trademark Office, U.S. Depa S. SEND TO: Commissioner for the public ways of | by the USPTO to process) g gathering, preparing, and he you require to complete utment of Commerce, P.O. for Patents, P.O. Box 1450, |

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| 09/778,378 02/07/2001                 |                | Debra L. Biebesheimer | 14069(YOR920000766US1)  | OR920000766US1) 6851 |  |  |
|                                       | 590 08/31/2004 |                       | EXAMI                   | NER                  |  |  |
| Richard L. Catan<br>Scott, Murphy & P |                |                       | WOO, IS.                | AAC M                |  |  |
| 400 Garden City Pl                    | laza           |                       | ART UNIT                | PAPER NUMBER         |  |  |
| Garden City, NY 1                     | 1530           |                       | 2172                    |                      |  |  |
|                                       |                |                       | DATE MAILED: 08/31/2004 |                      |  |  |

# Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)

(application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 234 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 234 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (http://pair.uspto.gov).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (703) 305-1383. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at (703) 305-8283.



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| APPLICATION NO. FILING DATE           |                | FIRST NAMED INVENTOR  | ATTORNEY DOCKET NO.         | CONFIRMATION NO. |  |
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| 09/778,378                            | 02/07/2001     | Debra L. Biebesheimer | 14069(YOR920000766US1) 6851 |                  |  |
|                                       | 590 08/31/2004 |                       | EXAM                        | INER             |  |
| Richard L. Catan<br>Scott, Murphy & P |                |                       | WOO, IS                     | AAC M            |  |
| 400 Garden City Pl                    |                |                       | ART UNIT                    | PAPER NUMBER     |  |
| Garden City, NY 11530                 |                |                       | 2172                        |                  |  |
|                                       |                |                       | DATE MAN DE COMME           |                  |  |

#### Notice of Fee Increase on October 1, 2004

If a reply to a "Notice of Allowance and Fee(s) Due" is filed in the Office on or after October 1, 2004, then the amount due will be higher than that set forth in the "Notice of Allowance and Fee(s) Due" because an increase in fees effective on October 1, 2004 is anticipated. See Revision of Patent Fees for Fiscal Year 2005; Proposed Rule, 69 Fed. Reg. 25861, 25863, 25864 (May 10, 2004).

The current fee schedule is accessible from WEB site (http://www.uspto.gov/main/howtofees.htm).

If the fee paid is the amount shown on the "Notice of Allowance and Fee(s) Due" but not the correct amount in view of the fee increase, a "Notice of Pay Balance of Issue Fee" will be mailed to applicant. In order to avoid processing delays associated with mailing of a "Notice of Pay Balance of Issue Fee," if the response to the Notice of Allowance is to be filed on or after October 1, 2004 (or mailed with a certificate of mailing on or after October 1, 2004), the issue fee paid should be the fee that is required at the time the fee is paid. See Manual of Patent Examining Procedure (MPEP), Section 1306 (Eighth Edition, Rev. 2, May 2004). If the issue fee was previously paid, and the response to the "Notice of Allowance and Fee(s) Due" includes a request to apply a previously-paid issue fee to the issue fee now due, then the difference between the issue fee amount at the time the response is filed and the previously-paid issue fee should be paid. See MPEP Section 1308.01.

Effective October 1, 2004, 37 CFR 1.18 is proposed to be amended by revising paragraphs (a) through (c) to read as set forth below. As stated above, the final fee may be a different amount, and applicant should check the WEB site given above when paying the fee.

Section 1.18 Patent post allowance (including issue) fees.

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Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at (703) 305-8283.